

Hello
my name is

INTERN

VBA Internship Program

Intern Orientation | May 29, 2025

Wi-Fi Information

Network: VBA Guest

Password: banker4490



ABOUT THE VBA

Founded: 1893

Headquartered: Glen Allen, VA

Staff: 29

Members: 95 banks

Mission: To enhance Virginia banking for the benefit of banks, their customers and their communities.

Chairman: Victor Branch, Bank of America

President & CEO: Bruce Whitehurst, bruce@vabankers.org

INDUSTRY ADVOCACY

- Meet with your state and federal legislators to review important industry issues at the VBA State Legislative Meetings
- Sign up to send comment letters through the VBA Call to Action program
- Contribute to VBA BankPAC
- Attend Banker Day in January and the Washington Summit in March
- Sign up to receive the VBA Legislative Bulletin

Matt Bruning: mbruning@vabankers.org

VBA COMMITTEES

Join one of the 14 VBA committees that represent many areas of banking:

- Provide input to the VBA on matters affecting the banking industry and the committee's functional area
- Identify possible legislative and/or regulatory issues
- Provide input on education and training needs
- Participate in a forum for the exchange of ideas and networking

Chandler Owdom: cowdom@vabankers.org

COMMUNICATIONS

Sign up to receive:

- Executive Brief
- *Virginia Banking Monthly*
- Regulatory Bulletin
- Legislative Bulletin
- Emerging Bank Leaders Newsletter
- For Your Benefit Newsletter
- The Kit: Financial Literacy Newsletter
- VBA Virtual: Weekly Webinars email
- ELEVATE: For Women in Banking

Chandler Owdom: cowdom@vabankers.org



EMERGING BANK LEADERS

- Join the Emerging Bank Leaders
- Attend regional networking and educational events
- Learn and meet other bankers at the annual Leadership Conference
- Participate in advocacy efforts on behalf of your bank
- Become more involved in financial literacy in your community
- Make new friends
- Have fun!

Gabby Bond: gbond@vabankers.org

FINANCIAL LITERACY

- Host students for the VBA Bank Day Scholarship Program
- Sponsor a school for Virginia Reads One Book
- Become a sponsor of the Virginia Banking Fellows Program
- Participate in Teach Children to Save Day
- Learn about how your bank can partner with VBA Endorsed Provider Banzai
- Participate in Get Smart About Credit Day
- Access information and resources through the VBA Financial Literacy Toolkit

Monica McDearmon: mmcdearmon@vabankers.org

EDUCATION & TRAINING

- Attend one of over 25 live education and training events offered per year
- Inquire about the Virginia Bankers School of Bank Management
- Apply for the Management Development Program or Executive Leadership Institute
- Learn about the hundreds of webinars offered on www.vabankers.org

Kristen Reid: kreid@vabankers.org

About the VBA

VBA Education & Training Continuum

Virginia Bankers Association | Education & Training *Leadership Training Continuum*





Find Someone Who...

Get to Know Your Peers!



Careers in Banking Rotations

Members of the VBA Staff and
VBA Emerging Bank Leaders



VBA EMERGING BANK LEADERS

- Created in 2009 with the purpose of ensuring a continuum of leadership for the future of Virginia banking
- More than 650 members and growing





Networking Break



Overview of Internship Program & Schedule

Monica McDearmon
Virginia Bankers Association

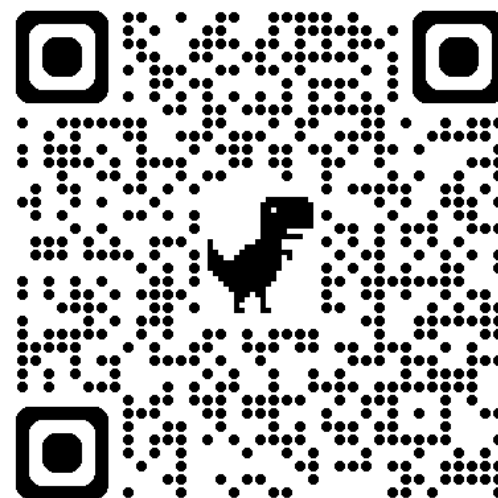


2025 Intern Handbook



Intern Resource Portal:

www.vabankers.org/internal-links/2025-intern-resources





Lunch



Business Etiquette & Other HR Best Practices

Krystal Harris, First National Bank
Amy Mitchem, Chesapeake Bank



First Impressions and Body Language

First Impressions Are...

55% visual



38% presentation

7% words



Things That Make a Great First Impression

- ▶ A smile
- ▶ The right handshake
- ▶ Introductions
- ▶ Speaking clearly
- ▶ Eye contact
- ▶ Appropriate body language



85% of your job success is connected to your people skills.

Body Language

Positive

- ▶ Appearing open and engaged
- ▶ Avoiding fidgeting
- ▶ Smiling as you walk into a room
- ▶ Actively listening to your conversational partner
- ▶ Maintaining eye contact
- ▶ Standing straight and relaxed
- ▶ Circulating the room

Negative

- ▶ Folding arms over your chest
- ▶ Leaning on walls, tables, etc.
- ▶ Scanning the room while having a conversation
- ▶ Slouching

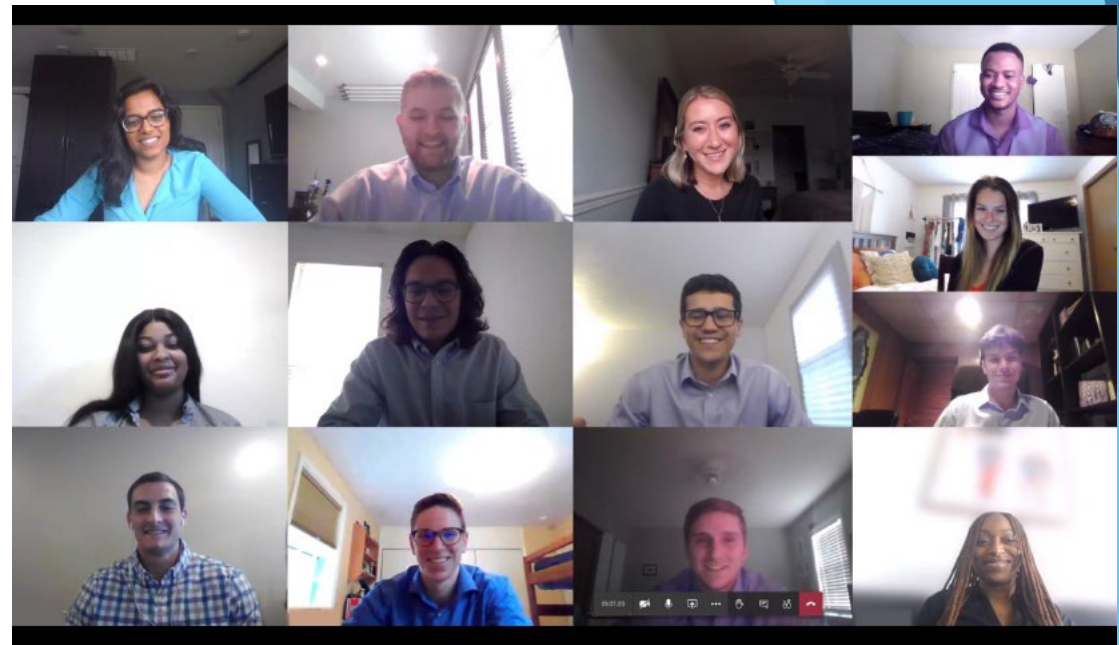




Dress to Impress

Dress Tips

- ▶ Casual
- ▶ Business Casual
- ▶ Professional Dress



Business Casual vs. Professional Dress: Women



Business Casual vs. Professional Dress: Men



Other Tips to Consider

- ▶ Figure out your “uniform”
- ▶ Groom accordingly
- ▶ Don’t use too much perfume or cologne
- ▶ Don’t forget about your hair and nails
- ▶ Appropriate amount and type of jewelry
- ▶ Conceal tattoos



*Remember, if you can see up it, down it or through it,
don't wear it!*



Communication

Networking Events

- ▶ Ask mentor about appropriate dress before you go
- ▶ Circulate the room
- ▶ Act with confidence
- ▶ Don't try to "top" the other person's comments
- ▶ Have a snack before the event
- ▶ Don't be too loud
- ▶ Try to always have right hand free



Have “Small Talk” Prepared

- ▶ Be well informed
 - ▶ Read or watch a daily news source
 - ▶ Stay current on specific industry news
 - ▶ Stay current on local community news
- ▶ Safe topics:
 - ▶ Surrounding/venue
 - ▶ Relationship to event
 - ▶ Weather
 - ▶ Sports/hobbies
 - ▶ Current events
 - ▶ Travel plans



Electronic Etiquette

- ▶ Know that people notice
- ▶ Be mindful of cell phone visibility
- ▶ Be mindful of the volume of your voice
- ▶ Know your audience
- ▶ Don't assume ear buds are OK



Social Media

- ▶ You are what you post
- ▶ Engage with your bank on platforms
- ▶ Post about your internship experience
- ▶ Update LinkedIn to mirror your resume



Email Etiquette

- ▶ Aim for 24-hour response time
- ▶ Always spell check
- ▶ Avoid “reply all”
- ▶ Use caution when forwarding messages & clicking on links from external emails
- ▶ Know your audience
- ▶ Tone





Networking Break



Check Fraud

Marydith Newman

U.S. Postal Inspection Service



VBA Summer Contact

Monica McDearmon

Vice President, Communications & Financial Education

mmcdearmon@vabankers.org | 804-819-4743

www.vabankers.org/internal-links/2024-internal-resources



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